

Summary of TennCare Independent Review Requests 2017

1st Quarter Total: 49
2nd Quarter Total: 31
3rd Quarter Total: 33
4th Quarter Total: 35
Year 2017 Total: 148

Amerigroup TN 1st Qtr Total – 17

Denial Reversed: 5
Denial Upheld: 6
Ineligible: 1
Partial: 1
Settled for Provider: 4

Amerigroup TN 2nd Qtr Total – 6

Denial Reversed: 3
Settled for Provider: 3

Amerigroup TN 3rd Qtr Total – 12

Denial Reversed: 3
Denial Upheld: 3
Partial: 2
Settled for Provider: 4

Amerigroup TN 4th Qtr Total – 15

Denial Upheld: 3
Ineligible: 2
Partial: 2
Pending: 2
Rescinded: 1
Settled for Provider: 5

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 24

Denial Reversed: 2
Denial Upheld: 12
Ineligible: 4
Partial: 2
Settled for Provider: 4

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 15

Denial Reversed: 2
Denial Upheld: 4
Ineligible: 2
Partial: 1
Settled for Provider: 6

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 16

Denial Reversed: 4
Denial Upheld: 6
Partial: 4
Settled for Provider: 2

UnitedHealthcare Plan of the River Valley 4th Qtr Total – 17

Ineligible: 2
Denial Reversed” 3
Denial Upheld: 2
Partial: 1
Pending: 6
Refer 2 TennCare Bureau: 1
Settled for Provider: 2

AGP 2017 Total: 50

UPRV 2017 Total: 24

Volunteer State Health Plan 1st Qtr Total – 7

Denial Upheld: 4
Partial: 1
Settled for Provider: 2

Volunteer State Health Plan 2nd Qtr Total – 9

Denial Reversed: 1
Denial Upheld: 4
Partial: 2
Settled for Provider: 2

Volunteer State Health Plan 3rd Qtr Total – 4

Ineligible: 1
Settled for Provider: 3

Volunteer State Health Plan 4th Qtr Total – 2

Denial Upheld: 1
Pending: 1

UPRV MA 1st Qtr Total-1

Ineligible: 1*

UPRV MA SNP 4th Qtr Total-1

Ineligible: 1*

UPRV TPA 3rd Qtr – 1

Ineligible: 1*

BCBST MA 2nd Qtr Total-1

Ineligible: 1*

Provider Types Submitting Independent Review Requests in 1st Quarter 2017:

Hospital:	<u>41</u>
Nursing Facility:	<u>1</u>
Physician:	<u>7</u>

Provider Types Submitting Independent Review Requests in 2nd Quarter 2017:

DME:	<u>1</u>
Hospital:	<u>28</u>
Physician:	<u>1</u>
Transporter	<u>1</u>

Provider Types Submitting Independent Review Requests in 3rd Quarter 2017:

CMHC:	<u>2</u>
Hospital:	<u>26</u>
Other:	<u>1</u>
Physician:	<u>4</u>

Provider Types Submitting Independent Review Requests in 4th Quarter 2017:

CMHC:	<u>2</u>
DME:	<u>1</u>
Hospital:	<u>29</u>
Physician:	<u>3</u>

* Independent Review of claims disputes is only available for TennCare Program services.